

SUBURBAN RAIL LOOP EAST

STRUCTURE PLANNING COMMUNITY PANELS REPORT



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SUBURBAN
RAIL LOOP
EAST



REPORT

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EXECUTIVE SUMMARY

Overview

We need more transport and more homes in the right places – and Suburban Rail Loop (SRL) will deliver both. As both a transport and urban planning project, it will connect our suburbs, slash travel times and ensure our city grows in the right places.

SRL East is the first stage of the project being delivered from Cheltenham to Box Hill, with 26 kilometres of twin tunnels connecting six new underground stations.

Thoughtful planning for the broader neighbourhoods around each SRL East station will enable around 70,000 new homes to be built in these areas by the 2050s, on the doorstep of world-class public transport, services and jobs.

According to Infrastructure Victoria's report "Our Home Choices" (2023), families and first home buyers want more housing choices. One in three households would trade a detached home in a new suburb for a townhouse or apartment at the same price closer to the city centre. This highlights a growing preference for housing that fosters proximity to infrastructure, family, and friends.



This report outlines valuable feedback gathered through a community panel process designed to capture local feedback for Suburban Rail Loop Authority (SRLA) to consider as it plans each of the six station precincts. Designed in collaboration with SRLA, the panel process was part of a larger engagement effort designed to support and inform the precinct visions and draft structure plans.

Seven panels – one for each precinct and one corridor-wide youth panel – were convened to consider complex challenges associated with the population growth and social and economic development that is expected to occur as a result of the project. Having been engaged through parallel expression of interest and targeted recruitment processes, each panel met four times between March and August 2024.

Key feedback



Housing options and density

The varied appetite across panels for increasing housing density reflects the specific preferences of different communities. However, feedback across panels consistently highlighted the need for diverse housing types, including options for multi-generational living.

Youth panel discussions placed a strong emphasis on affordable housing options. This contrast between the precinct panels and the youth panel underscores the importance of proactively including young people in urban planning efforts.



Community infrastructure

While all panels agreed on the need for community infrastructure, opinions varied about what should be prioritised between precincts.

Discussions emphasised the importance of developing community infrastructure that meets the localised educational, cultural, recreational, and health needs of both current and future residents. In many cases, this would involve improving access to existing facilities, and also planning for future community concerns.



Transport links

Panels consistently expressed a strong desire for improved public and active transport connections to encourage a shift away from car dependency, enhancing overall journey efficiency.

The need for effective transport links to connect neighbourhoods was a recurring theme, with panels suggesting innovative approaches to facilitate this connectivity.

Actionable insights

The panel process identified a range of opportunities that SRLA can act on – both to refine the structure plans so they fulfil community aspirations, and to communicate them to the broader population.



- **Tailored housing strategies** – highlighting the differences between the density and housing type strategies in different precincts and reflecting the unique preferences and identities of each precinct as indicated by community feedback will be important.



- **Infrastructure planning** – prioritising community infrastructure projects that reflect the aspirations gathered from panel discussions will help ensure that the precincts cater to the diverse needs of existing and future residents, workers, students and visitors.



- **Sustainable transport** – implementing and promoting initiatives that encourage active and public transport use and highlight seamless connections to new stations will be vital.



- **Ongoing engagement** – panels indicated that they would welcome continued engagement beyond the draft structure plan stage. They are interested in hearing about how their feedback – and feedback from other sources – is shaping decisions, and in providing further input as development progresses.

Approximately 84 per cent of the Community Panel recommendations directly influenced the draft structure plans, and 16 per cent were noted. Overall, the collaborative input from community panels provides key markers that will be valuable in shaping the future of the SRL East Precincts. It will help ensure that SRL East is designed and delivered in ways that effectively address community needs and enhance the liveability and accessibility of Melbourne as it grows.

1 INTRODUCTION

Our city and state are growing. Melbourne will be a city of 9 million people by the 2050s – the size of London today. We need more transport and more homes in the right places – and SRL will deliver both.

SRL East involves 26 kilometres of twin tunnel and will be built as a standalone line that is fully integrated with the existing public transport network.

It will provide previously unimagined access between six new underground stations at Cheltenham, Clayton, Monash, Glen Waverley, Burwood and Box Hill.

This brings with it the opportunity to enhance the surrounding neighbourhoods – called SRL Precincts – making them even greater places to live, work, visit, study and shop.

Thoughtful planning will enable around 70,000 new homes to be built in these areas by the 2050s, on the doorstep of world-class public transport, services and jobs.

SRLA has been working to prepare structure plans for each of the six SRL East Precincts that balance the needs of existing and future communities.

Each structure plan will set the vision and provide a framework for how each area around the new station will grow and change over time, while protecting and preserving the features people love today.



RPS was engaged by SRLA to design, deliver and report on an iterative, participatory process that would capture the needs and aspirations of local and future communities for SRLA to consider as it prepares draft structure plans for each of the six station precincts.

Seven panels – one for each precinct and one corridor-wide youth panel – were convened to consider complex challenges associated with population growth and social and economic development.

As part of a broader program that would engage with a diverse range of communities and stakeholders to support the structure planning process, each panel met four times between March and August 2024.

This report presents information about the methods used to recruit participants and deliver the panel sessions, as well as providing some analysis of common and distinct themes that emerged across the panels' discussions.

Beyond informing the draft structure plans, input from each of the seven community panels will continue to influence implementation plans and ongoing consultation as the future of the six SRL East Precincts takes shape.

1.1 Context

The SRL Business and Investment Case, released in August 2021, articulated the challenges of Melbourne’s projected growth and urban sprawl.

It identified that without SRL, more than half of all Melburnians will be living in outer suburbs by 2056 without easy access to the jobs, services and opportunities centred in inner and middle-Melbourne.

Detailed and thoughtful strategic planning will mean each of the six SRL East Precincts will benefit from better infrastructure, jobs and services, open spaces and community facilities on the doorstep of world-class public transport.

Building on previous community feedback gathered since 2019, SRLA has been engaging and seeking feedback for structure planning across two key phases over the last two years.

The purpose of the community panel process was to bring a range of everyday people together to have informed and thoughtful discussions about the future vision and long-term plans for these areas.

Advice from each panel will be considered alongside feedback from communities across the SRL East corridor, broader Melbourne and regional Victoria, and in-depth stakeholder and industry engagement, to shape the draft structure plans.



1.2 Purpose

Successful precinct planning requires consultation with a broad array of stakeholders as well as current and future residents. Creating these consultation opportunities gives people a chance to help shape the future communities in which generations of Victorians will live and work.

By including a participatory engagement process in its precinct consultation program, SRLA is seeking to strengthen and enhance its understanding of current and future community needs.

In structure planning, current communities include existing residents, workers and visitors in each precinct, while future communities refer to planned developments designed to support growth, new technologies and changing needs.

By engaging deeply with young people who will benefit from SRL East and planning done well, and local residents who truly understand and care about their communities, the panel process was designed to:

- Build relationships
- Identify needs and aspirations
- Encourage inclusivity
- Facilitate adaptability
- Foster a sense of belonging.

WHAT IS PARTICIPATORY ENGAGEMENT?

Participatory engagement is an inclusive process through which individuals can actively contribute to discussions, decisions and actions that affect their lives and communities.

Grounded in deliberative principles, participatory engagement involves conversations that consider diverse perspectives, particularly when addressing complex or challenging information or scenarios.






This process fosters critical thinking, collaboration and the weighing of different viewpoints to produce informed advice to decision makers that reflects a shared view of key local opportunities and issues.



2 METHODOLOGY

RPS worked closely with SRLA to co-design the community panels process. The co-design process involved regular meetings and careful integration with the broader structure planning engagement program.

DURING REGULAR MEETINGS, RPS AND SRLA WORKED TO:

 <p>Clarify and set the purpose for the community panels process</p>	 <p>Obtain endorsement from internal structure planning specialists</p>
 <p>Agree on the panel remit and core questions to be answered</p>	 <p>Develop the structure and program for the panel sessions.</p>
 <p>Establish the panel structure and recruitment approach</p>	

As the SRLA team was in the early stages of structure planning, including drafting visions for the SRL East Precincts, it wanted to create additional opportunities for participation that would help SRLA better understand the goals and aspirations for the future of the SRL East corridor and the six precincts it connects.

RPS conducted analysis to identify specific segments and characteristics of the population that would be targeted in recruiting panel members, so that each of the six precinct-based community panels would be broadly representative of local demographics.

Acknowledging that decisions made today will affect future generations, SRLA also determined the need for a focused youth panel.

2.1 Recruitment

RPS worked with SRLA to recruit a broadly representative group of participants to be part of one of six precinct-based panels – Cheltenham, Clayton, Monash, Glen Waverley Burwood and Box Hill – and a separate youth panel.

Panel participants were recruited in two ways:

- **Expression of Interest (EOI)** (self selected) – people who elected to participate in the process by responding to an EOI form on the SRL website. An invitation to express interest was distributed via SRLA’s e-news and targeted emails to Precinct Reference Groups and community groups. Geotargeted social media advertising was also used to promote the EOI process.
- **Targeted recruitment** (randomly selected) – people invited to participate through a targeted recruitment process conducted by Taverner Research Group.

The demographic profile for the youth panel was based on a desired make-up of 16 young people between the ages of 18 and 24 who live, work or study near an SRL East Precinct or were from broader Melbourne.

Participation in the Youth Panel was not restricted to people from the SRL East precincts in order to capture the priorities and needs of young people who might move into or seek work in these precincts in the future.

Demographic profiles for precinct-based community panels were based on a desired make-up of 30 people who live, work or study across local areas within or near each of the new SRL East stations

Key demographic markers for recruitment included suburb, age (based on representative age groups using five-year age profiles), gender identity, languages spoken (based on languages spoken at home and percentage of population), housing tenure, job status, job sector and income.

Desired panel numbers were based on representative sampling and to account for drop-off and attrition over the duration of panel delivery between March and August 2024.

You can read more about the demographic profiles in section 2.1.1 of this report.

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All panels involved a mix of self- and randomly selected participants, in order to blend the voices of people with an active interest in the project with those who may not otherwise engage or be represented in the process.

In recognition of the time contributed and to help cover any travel costs, participants received a stipend of \$250 at the end of each workshop.

YOUTH PANEL DEMOGRAPHIC



16 young people between the ages of 18 and 24



Who live, work or study near an SRL East Precinct



Or were from broader Melbourne

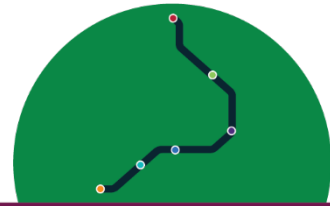
PRECINCT-BASED COMMUNITY DEMOGRAPHIC



30 people



Who live, work or study



Across local areas within or near each of the new SRL East stations

2.1.1 Community panels demographic profiles

EOI and targeted recruitment methods were used to bring together people who broadly reflected the demographics of their precincts for six precinct-based panels, as well as a separate youth panel.

Recruiting demographically representative panels was essential for fostering an inclusive, equitable, and effective participatory process that genuinely reflects and addresses the needs of each community.

This section describes the demographic characteristics and desired composition of each panel.

Although attendance varied between panels and sessions (see Figure 4: Community panels session participation numbers on page 4), the process successfully brought together people from diverse backgrounds, allowing them to share their values and perspectives on the future of SRL East precincts.

YOUTH PANEL

Youth panel make-up sought to include young people who live work or study in any of the **SRL East Precinct areas**, as well as members from broader Melbourne



Include **two people** who live, work or study near **each of SRL East precincts** (12 total)



A balance of people who identify as **male, female and gender diverse**



Include **four people** who live work or study across **broader Melbourne**



All people aged between **18 and 24 years old**

CHELTHENHAM

Cheltenham panel make-up sought to include people who work, live or study in **Cheltenham, Moorabbin, Highett, Heatherton, Mentone, Black Rock, Sandringham or Beaumaris**



A balance of people who identify as **male, female and gender diverse**



Include people who regularly use **Sir William Fry Reserve**



A mix of **18 full time** workers, **10 part time** workers and **2 unemployed** people



Include up to **24 people** who **speak English** and up to **6 people** who speak a **language other than English** at home



A mix of **10 homeowners**, **10 mortgagors**, **8 renters** and **2 social housing** residents



Seek to include a mix of **age groups** – 25-34 (3), 35-49 (6), 50-59 (4), 60-69 (3) and 70-84 (3) years old

CLAYTON

Clayton panel make-up sought to include people who work, live or study in **Clayton, Clayton South, Oakleigh, Oakleigh South, Oakleigh East, Oakleigh, Notting Hill, Mulgrave and Clarinda**



A balance of people who identify as **male, female and gender diverse**



Include people who **study or work** at **Monash University's Clayton Campus**



A mix of **15 full time** workers, **10 part time** workers and **2 unemployed** people



Include up to **12 people** who **speak English** and up to **16 people** who speak a **language other than English** at home



A mix of **9 homeowners**, **9 mortgagors**, **10 renters** and **2 social housing** residents



Seek to include a mix of **age groups** – 18-24 (3), 25-34 (6), 35-49 (6), 50-59 (3) and 70-84 (2) years old

MONASH

Monash panel make-up sought to include people who work, live or study in **Clayton, Notting Hill, Oakleigh East, Oakleigh, Glen Waverley and Mount Waverley**



A balance of people who identify as **male, female** and **gender diverse**



Include people who **study** or **work** at **Monash University's Clayton Campus**



A mix of 16 **full time** workers, 10 **part time** workers and 2 **unemployed** people



Include up to 12 people who **speak English** and up to 16 people who speak a **language other than English** at home



A mix of 10 **homeowners**, 7 **mortgagors**, 9 **renters** and 2 **social housing** residents



Seek to include a mix of **age groups** – 25-34 (3), 35-49 (6), 50-59 (3), 60-69 (2) and 70-84 (2)

GLEN WAVERLEY

Glen Waverley panel make-up sought to include people who work, live or study in **Glen Waverley, Mount Waverley, Vermont South and Wheeler's Hill**



A balance of people who identify as **male, female** and **gender diverse**



Include people who regularly **use or visit** the **Glen Waverley Activity Centre**



A mix of 19 **full time** workers, 10 **part time** workers and 2 **unemployed** people



Include up to 12 people who **speak English**, 6 who speak **Mandarin** and 10 who speak a **language other than English** at home



A mix of 12 **homeowners**, 9 **mortgagors**, 6 **renters** and 2 **social housing** residents



Seek to include a mix of **age groups** – 25-34 (3), 35-49 (6), 50-59 (3), 60-69 (3) and 70-84 (3) years old

BURWOOD

Burwood panel make-up sought to include people who work, live or study in Burwood, Burwood East, Box Hill, Box Hill South, Surrey Hills, Camberwell and Ashwood



A balance of people who identify as **male, female** and **gender diverse**



Include people who regularly **use** or **visit** **Gardiners Creek Reserve** and trail



A mix of 16 **full time** workers, 10 **part time** workers and 2 **unemployed** people



Include up to 12 people who **speak English** at home and 16 people who speak a **language other than English** at home



A mix of 12 **homeowners**, 9 **mortgagors**, 7 **renters** and 2 **social housing** residents



Seek to include a mix of **age groups** – 25-34 (3), 35-49 (6), 50-59 (3), 60-69 (3) and 70-84 (3) years old



Include people who **study** or **work** at **Deakin University's Burwood Campus**

BOX HILL

Box Hill panel make-up sought to include people who work, live or study in Burwood, Mont Albert, Blackburn, Burwood East, Box Hill, Box Hill South, Surrey Hills, Camberwell and Ashwood



A balance of people who identify as **male, female** and **gender diverse**



Include people who regularly **use** or **visit** **Box Hill Gardens**



A mix of 15 **full time** workers, 12 **part time** workers and 2 **unemployed** people



Include up to 12 people who **speak English** at home and 16 people who speak a **language other than English** at home



A mix of 9 **homeowners**, 9 **mortgagors**, 10 **renters** and 2 **social housing** residents



Seek to include a mix of **age groups** – 18-24 (2), 25-34 (5), 35-49 (6), 50-59 (3) and 60-69 (3) years old



Include people who **own** or **run** a **small business** in Box Hill

2.2 Process

The community panels process was designed to bring broadly representative groups – or ‘mini communities’ – together over four workshop sessions to gain deeper insights through informed conversations and supported activities.





THE OVERARCHING REMIT DEVELOPED FOR THE PARTICIPATORY PANEL PROCESS WAS:



The processes for the youth panel and precinct panels were designed differently to reflect their distinct roles. As future users of public infrastructure and beneficiaries of decision-making, it is important for young people to have a voice in what they will inherit. The youth panel was tasked with representing future communities while considering structure planning for SRL East from an overarching, corridor-wide perspective.

The youth panel was tasked with developing an aspiration for the future of the SRL East corridor and to elect three of the five structure planning themes (based on their importance to them) to deliberate on and develop key considerations for SRLA’s team to draw on in their planning work.

FIVE STRUCTURE PLANNING THEMES

 Boosting the economy	 Enriching community	 Better connections	 Enhancing place	 Empowering sustainability
<p>Boosting the economy will guide how we build on an area’s unique assets and strengths to trigger a pipeline of investment, talent and jobs that foster collaborative and entrepreneurial pursuits, and create an ever more productive and equitable suburb.</p>	<p>Enriching community will guide precinct planning to deliver healthy and inclusive neighbourhoods by improving housing choice, affordability and supply, and enhancing access to healthcare, education and community services.</p>	<p>Better connections will guide how we plan diverse transport improvements to better connect people to opportunities and experiences across the SRL East corridor and beyond via a world class public transport and active transport system.</p>	<p>Enhancing place will guide how we plan even better public spaces, as well as urban and natural amenity for our suburbs. High quality design outcomes will build on existing character and identity, to create an urban experience that is vibrant, sustainable and inclusive.</p>	<p>Empowering sustainability will guide how we adapt to and mitigate the effects of climate change and contribute to environmental sustainability by setting an ambition that helps ensure communities remain liveable.</p>

Each precinct panel was tasked with developing aspirations for the future of their precinct and the SRL East corridor. They were asked to consider and provide advice on the topics of housing, community and connections (see Figure 1) – all topics that pose complex and adaptive challenges that the SRL East project is seeking to help address.

The panels were asked to approach these themes and topics from multiple and competing perspectives and provide advice on where and how SRLA should focus its planning efforts to have the most impact.

To support each panel’s deliberations, topic specialists from SRLA presented information on how SRLA is considering the opportunities and challenges across the SRL East corridor and each of the six precincts in structure planning process.

Topic specialists attended each panel session to present contextual information and respond to questions from panel members. Questions that could not be responded to in session were shared with panel members alongside relevant presentation material after each session.

Figure 1: Key topics for precinct panel consideration



The program for panel sessions was developed and shared with panel members. Topics and themes were scheduled to ensure that corresponding SRLA specialists were available to attend. You can read more about the community panels session plan in section 2.2.1 of this report.

Panels worked in smaller groups during sessions – using low, medium and high change scenarios – to explore the issues and discuss considerations and potential solutions for different levels of change. Using personas, panels were encouraged to think from diverse perspectives and delve deeper into broader community motivations and needs.

Over several sessions, panels were given the opportunity to revisit their aspiration statements and reflect on the themes and topics discussed in developing their feedback for SRLA. Groups were encouraged to identify elements of consensus and to look at elements of discord in terms of trade-offs or compromises.

Youth panel feedback was distilled into an aspiration statement for the SRL East corridor and key consideration statements for elected themes. Precinct-based feedback includes aspiration statements for the corridor and relevant precinct as well as advice statements for each topic.

Once agreed by the panels, statements were subjected to minimal intervention or editing by facilitators. Advice statements developed by the precinct panels are presented in order of importance as ranked by panel members. You can read each panel’s feedback statements in section 3 of this report.

2.2.1 Community panels program

The community panels process was aligned with the broader SRL East structure planning engagement program, which has given voice to stakeholders and communities through a variety of activities including information sessions and pop-ups, surveys and workshops.

The schedule for community panels was designed to bridge two key phases of engagement so that community panel feedback could be considered alongside broader feedback in ‘refining the shared visions’ (SRLA phase 1b engagement – 3 December 2023 to 3 March 2024) and ‘shaping the plans’ (SRLA phase 2 engagement – 28 April to 30 June 2024)

In total, 28 community panel sessions, which included 186 community participants, were held between March and August 2024. An overview of the community panels program is shown in Figure 2.



Figure 2: Overview of community panels program



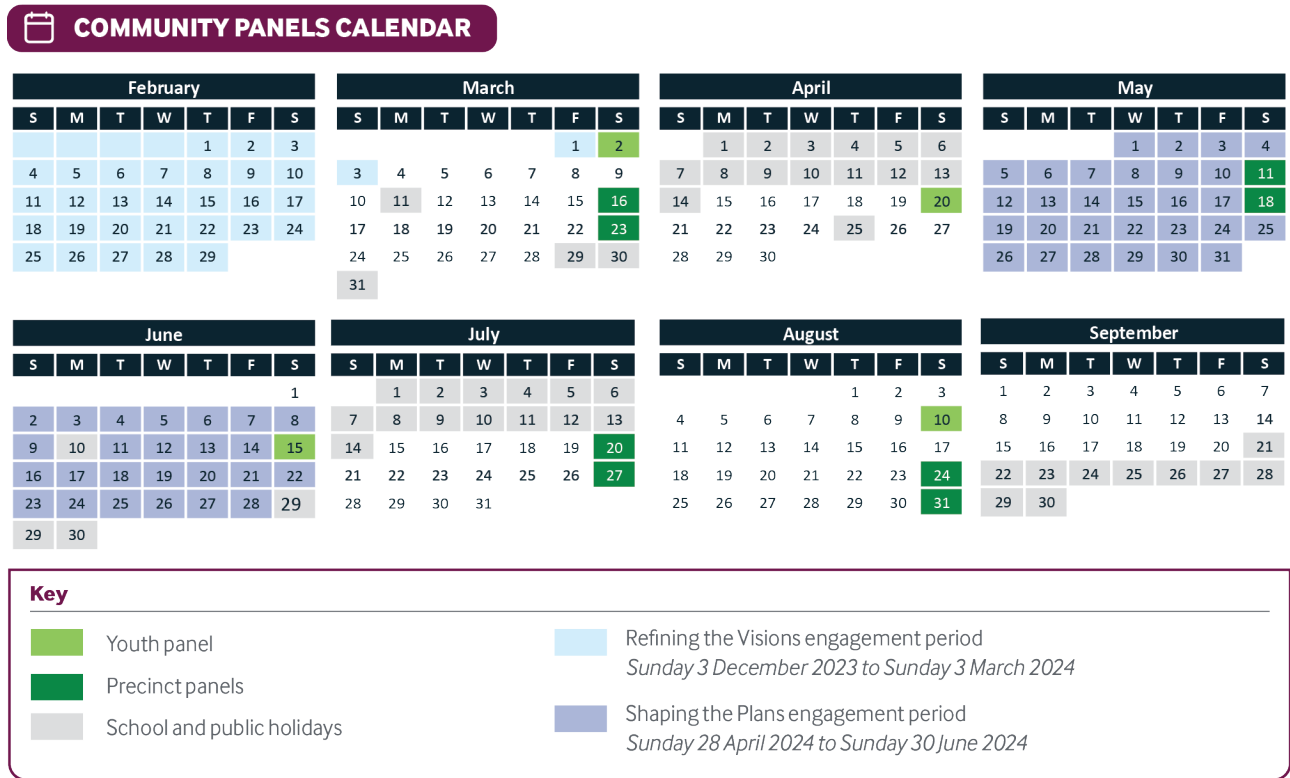
OVERVIEW OF COMMUNITY PANELS PROGRAM				
SESSION	1	2	3	4
YOUTH PANEL				
	MARCH To consider the future of the SRL East corridor and develop a draft aspiration statement that reflects the panel's priorities and goals	APRIL To reflect on and refine the corridor aspiration statement and seek initial thoughts on the underpinning structure planning themes	JUNE To select three structure planning themes to explore in detail and begin capturing the panel's key considerations and insights on these themes	AUGUST To finish exploring the selected themes and finalise the panel's key considerations together with their corridor aspiration statement
PRECINCT PANEL				
	MARCH To consider the future precinct and corridor and develop draft aspirations for what they should deliver to meet the panel's needs and goals	MAY To begin exploring three complex challenge topics SRL East is seeking to help address and to begin formulating advice	JULY To continue exploring the three complex challenge topics set by SRLA and gathering advice from each panel on local considerations	AUGUST To finish exploring the complex challenges, collate panel advice and review against the draft aspirations set

Figure 3 shows a calendar of engagement with community panels and an overview of dates, times and venues.

Figure 3: Community panels calendar of engagement



CALENDAR DATES

SESSION	1	2	3	4
YOUTH PANEL	2 March 2024 10am-4pm Rydges Hotel 186 Exhibition St, Melbourne VIC 3000	20 April 2024 10am-4pm Rydges Hotel 186 Exhibition St, Melbourne VIC 3000	15 June 2024 10am-4pm Rydges Hotel 186 Exhibition St, Melbourne VIC 3000	10 August 2024 10am-4pm Rydges Hotel 186 Exhibition St, Melbourne VIC 3000
CHELTENHAM	16 March 2024 10am-3:30pm The Buckingham 1130 Nepean Hwy, Highett VIC 3190	11 May 2024 10am-3:30pm The Buckingham 1130 Nepean Hwy, Highett VIC 3190	20 July 2024 10am-3:30pm Highett Neighbourhood Community House 2 Livingston St, Highett VIC 3190	24 August 2024 10am-4pm Highett RSL 1 Station Rd Highett VIC 3190
CLAYTON	16 March 2024 10am-3:30pm Clayton Hotel 319 Clayton Rd Clayton VIC 3168	11 May 2024 10am-3:30pm Clayton Hotel 319 Clayton Rd Clayton VIC 3168	20 July 2024 10am-3:30pm Clayton Hotel 319 Clayton Rd Clayton VIC 3168	24 August 2024 10am-4pm Clayton Hotel 319 Clayton Rd Clayton VIC 3168
MONASH	16 March 2024 10am-3:30pm Notting Hill Hotel	11 May 2024 10am-3:30pm Waverley RSL 161 Coleman Pde Glen Waverley VIC 3150	20 July 2024 10am-3:30pm Waverley RSL 161 Coleman Pde Glen Waverley VIC 3150	24 August 2024 10am-4pm Waverley RSL 161 Coleman Pde Glen Waverley VIC 3150
GLEN WAVERLEY	23 March 2024 10am-3:30pm Waverley RSL 161 Coleman Pde Glen Waverley VIC 3150	18 May 2024 10am-3:30pm Novotel, 285 Springvale Rd, Glen Waverley VIC 3150	27 July 2024 10am-3:30pm Novotel, 285 Springvale Rd, Glen Waverley VIC 3150	31 August 2024 10am-4pm Ibis, Glen Waverley, 297 Springvale Rd, Glen Waverley VIC 3150
BURWOOD	23 March 2024 10am-3:30pm Deakin University Burwood Campus 221 Burwood Hwy, VIC 3125	18 May 2024 10am-3:30pm Deakin University Burwood Campus 221 Burwood Hwy, VIC 3125	27 July 2024 10am-3:30pm Deakin University Burwood Campus 221 Burwood Hwy, VIC 3125	31 August 2024 10am-4pm Deakin University Burwood Campus 221 Burwood Hwy, VIC 3125
BOX HILL	23 March 2024 10am-3:30pm Alkira 3 Thurston St, Box Hill VIC 3128	18 May 2024 10am-3:30pm Alkira 3 Thurston St, Box Hill VIC 3128	27 July 2024 10am-3:30pm Alkira 3 Thurston St, Box Hill VIC 3128	31 August 2024 10am-4pm Alkira 3 Thurston St, Box Hill VIC 3128

2.3 Analysis

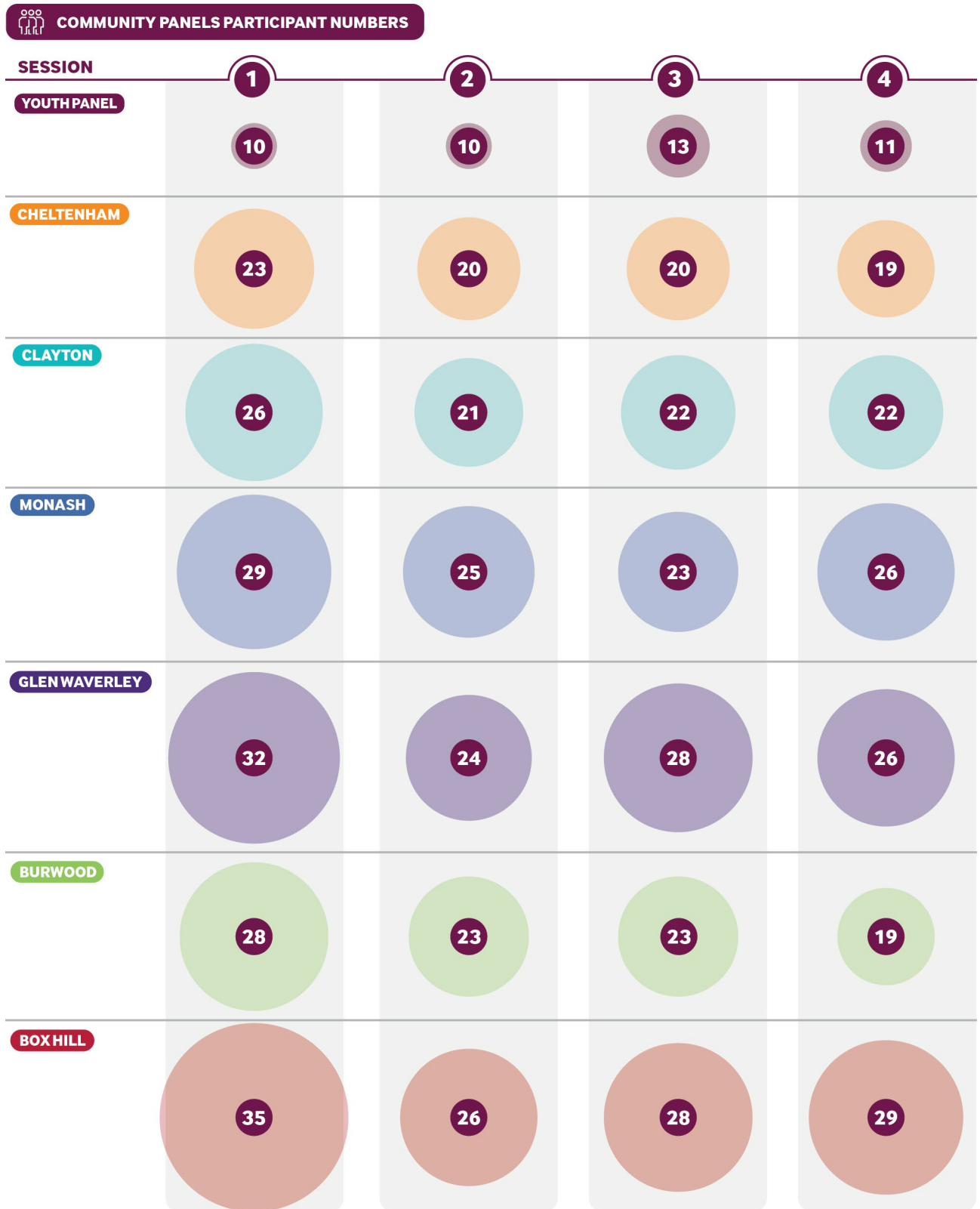
Most data generated during panel sessions was through open discussions or in response to questions posed by the facilitators. Facilitators took notes at all sessions, collating feedback and questions to ensure they were reported on and responded to. Feedback from group activities was also photographed and transcribed as a source of data.

This qualitative feedback was collated into a report after each panel session together with information about panel participation numbers. These reports were shared with SRLA’s structure planning team so it could iteratively incorporate feedback into the team’s work over time. For transparency, the exact same reports were shared with each panel via email. Figure 4 shows participation at panel sessions over time.

Using the key considerations generated by the youth panel process and advice statements generated by the precinct-based process, a comparative analysis of this data was conducted to identify and summarise common themes and differences between precinct-based advice and youth panel considerations.

You can read the results of this analysis in section 4 of this report.

Figure 4: Community panels session participation numbers



3 FEEDBACK

3.1 Youth panel

3.1.1 Youth panel aspiration for SRL East corridor

The SRL East corridor unlocks economic and growth opportunities and provides access to services through safe, seamless and accessible multi-modal connections to the communities and neighbourhoods of south east Melbourne. This will sustainably address population growth, reduce car dependency and create unique, attractive destinations that enhance local precinct identities and celebrates their heritage.

3.1.2 Youth panel considerations for precinct themes

Boosting the economy

- Having some land use flexibility is preferred as opposed to micromanaging or maximum flexibility. This would ideally allow natural growth in a fit-for-purpose way.
- Locating mixed -use development closer to public transport rather than other land uses like light industrial.
- Re-purposing car parks for open space and increase light industrial density.
- Achieving a good balance between light industrial land uses and mixed-use by examining the 'health' of existing businesses and growing the land uses that are well utilised.
- Preserving land (through zoning) for offices (e.g. for professional services, healthcare and education).

Better connections

- Prioritising accessibility for people with disability and reduced mobility. Some examples of how to do this included 'friendly' infrastructure like ramps, low gradient paths and allowing space for wheelchairs and mobility scooters, dedicated drop off and pick up zones at the station, buses with tilting ramps and adequate supply of weather protected seating.
- Ensuring easy bus use around the precinct with dedicated bus lanes, more bus stops, good wayfinding, live timetables and frequent bus services.
- Ensuring the precinct has good pedestrian permeability.
- Allowing good access from homes to major arterial roads, so private vehicles are not required to move around the precinct core or on smaller streets.
- Ensuring good emergency services access everywhere.
- Making it more comfortable and enjoyable for people to use alternative methods of transport to private vehicles and rolling out an education campaign to improve community understanding of the benefits of reduced car use.
- Ensuring public transport is frequent and easy to get to, noting that some people are unable to walk for 10 or 20 minutes.
- Improving and increasing walking and cycling facilities.

Enriching community

- Providing for people who are unable to walk 800m by supplying shuttle bus services, low gradient footpaths that are weather protected, and more weather protected seating areas.
- Fostering and supporting existing community groups and culture in the neighbourhoods along the SRL East corridor.
- Supporting locals to buy a home near their community – ensuring economic and social shifts do not price people out of purchasing a home near their family or community.

- Providing essential amenities and infrastructure for each precinct but don't provide "everything everywhere"; support each precinct to have its own identity and own offering to the corridor.
- Ensuring good connectivity between SRL East Precincts.
- Providing housing diversity so there are housing options for people of all incomes, lifestyles and family sizes.
- Providing adequate green space for people living in apartment buildings (e.g., rooftop gardens).

Youth panel considerations for future housing

- Housing is an important element of structure planning and many young people in Victoria and other parts of Australia are becoming increasingly concerned about future housing availability and affordability.
- Youth panel discussions also looked at housing and their considerations and expectations for shaping the future of housing across the SRL East corridor. Their feedback was as follows:
- It is important to be able to live near your family and / or community, whether you are renting or buying (i.e., 'ageing in place').
- There should be a variety of housing types available to accommodate different occupancy needs (e.g., families, share houses, single people, couples, students, etc.). This includes providing plenty of affordable and public housing.
- Support for high and medium density provided: housing diversity is accommodated; there is good access to community facilities; and a community environment is fostered.
- Build housing and transport so that surrounding services are accessible for people with mobility constraints (e.g., build housing in proximity to services where feasible, build in ramps and smooth, wide, and low gradient footpaths).
- It is important to reduce the amount of car parking provided by apartment buildings.
 - Car parking should be paid for by the individual owners, not the whole building.
 - Apartments with car parks attached to the title should cost more OR car parks in the building should be able to be purchased or rented separately to apartments.
 - If car parks are attached to the title for apartments, car parking maximums for new buildings should be in place rather than minimums (small percentage of apartments in the building have a car park while larger percentage do not)
- Housing should be constructed with high-quality, long-lasting materials, be adaptable over time, and its design and construction should go well beyond minimum standards.
- Housing should be sustainable to run, provide good heating and cooling and include sustainable technology such as rooftop solar and rooftop gardens.
- Housing builds should include infrastructure for fast internet to support working from home.
- Protect the unique character and identity of the precinct and avoid all houses looking the same.
- Housing and attached amenities should be safe, which means:
 - Well lit, and monitored (e.g., by CCTV)
 - The areas nearby are activated
 - Well built
 - Accessible
 - People of all incomes and backgrounds can live safely.
- The panel could not agree on whether the following statement should be included as a consideration (50/50 split within the panel):
 - Support for a build-to-rent system.

3.2 Cheltenham panel

3.2.1 Panel aspirations

Aspiration for the SRL East corridor

Make south east Melbourne your hub for work, study, recreation, healthcare, housing and local amenity to reduce your travel needs.

Leverage the opportunities for places to thrive that are fostered by reliable and safe transport connections, accessible spaces, and good governance and planning.

Aspiration for Cheltenham

Cheltenham is a welcoming, thriving, inclusive, harmonious and diverse community. It is an entertainment hub for south east Melbourne. It has lots of access to public open space, is well designed, and built and operated in a sustainable way.

It is an accessible and well-connected place that is safe and welcoming, meets the needs of a growing population, and people of all ages can live, visit and work there comfortably.

3.2.2 Panel advice for the Cheltenham Precinct

Housing

- Grow community infrastructure (e.g., schools, sports, medical and mental health providers) in line with population growth and incorporate more services into densely built areas to ensure supply can meet demand.
- Hire accredited and reputable builders to deliver high-quality, well-designed buildings and homes that exceed minimum standards, are built to last and appreciate in value. Buildings should have good setbacks from roads and include features like double-glazed windows for noise protection and balconies for amenity and airflow.
- Support wellbeing in high density living and encourage a community feel by investing in community hubs and services, supporting public events, and uplifting all community user groups.
- Mandate the provision of diverse housing types within the precinct area, including public and private housing, and affordable options, to provide for a mix of incomes and needs. This includes studios, one-, two-, three- and four-bedroom apartments in all price ranges, townhouses and apartments with flexible floor plans. Multi-generational living should be supported.
- Be strategic about the placement and height of new buildings to avoid overshadowing and overlooking, wind tunnels and grid locking. Development needs to allow for links (including 'green' links) between buildings to deliver optimum movement and walkability of the precinct at street level.
- Maximise public transport take-up by providing more direct and frequent connections between services, particularly more frequent buses.
- Improve collaboration between developers, councils, Level Crossing Removal Project, SRLA and locals to ensure concerns are taken into consideration.
- Facilitate easy and efficient movement around the precinct, especially east-west movement, with good emergency vehicle access on major roads. Ensure that services and transport links are improved prior to or simultaneously with growth.
- Support wellbeing in high density living by mandating green tree-lined streets, gardens and open spaces for shared use. Consider green space to be a key mechanism for bringing the community together.
- Maintain parking options near homes, businesses and services for people who rely on vehicles.
- Prioritise walking and cycling by building safe, well-lit active transport connections that are separate from vehicles (e.g., update the Bay Road shared user path bridge).
- Consider unbundling parking from apartments and removing car park minimums to reduce congestion. Incentivise and encourage behaviour change away from the "driving culture".

- Consider rezoning business/industrial land and buildings to residential sites to support housing provision.

Community

- Ensure community infrastructure is safe to use and access, by providing good lighting, weather protection, separation between pedestrians and roads, safe and regular pedestrian crossings, passive and active surveillance and healthy economic activity in the precinct.
- Maximise community benefit from the new precincts by ensuring efficient land use, considering diverse funding options for development, building multi-use, shared spaces, and opening access to existing facilities (e.g., education facilities).
- Facilities located within a 'local' (walkable) catchment area should include (but not exclusive to) daily or weekly shopping needs, childcare, kindergartens and schools, libraries and creative spaces, and smaller medical facilities such as doctor offices and pharmacists. Local green space provision should include light use facilities such as a walking track, small parks, picnic areas, playgrounds and pedestrian links.
- Support people to use community facilities, jobs and services and participate in community activities by making them easy to get to from within and beyond the precinct, with affordable, frequent, connected and coordinated public transport options.
- Guarantee easy movement within the precinct by ensuring accessible, multi-modal transport options, having good wayfinding and making sure facilities are well dispersed around the precinct.
- Facilities located within a 'regional' catchment area should include (but not exclusive to) employment, tertiary education (e.g., university), hospitals and medical specialists. Regional green space provision should include large parks and sporting facilities / ovals.
- Consult and collaborate with the local community, and co-ordinate so the community's feedback is heard and considered.
- Time the delivery of community infrastructure with population growth.
- Promote wellness and community connection through the provision of a healthy and sustainable precinct. Do this by facilitating the use of electric buses, increasing the amount of green space and trees in the precinct, and being strategic about what businesses and services are placed near major roads (e.g., avoid placing alfresco dining restaurants and childcare services near major roads).

Connections

- Improve the variety of available transport options, and simplify and streamline connections between all modes, including walking, cycling and scooting, transit and shuttle buses, trains, taxis and ride-share cars and – where needed – private cars.
- Strengthen road safety by providing safe crossing solutions at major roads and intersections, separating walking and cycling from roads and reducing congestion on local streets.
- Promote personal safety with good lighting, passive and active monitoring and surveillance, encouraging vibrancy and maintaining good emergency access at all times.
- Support the access, mobility and travel needs of the whole community, including children, older people and people with disabilities by: using a safer cities approach to design and lighting, incorporating lifts and wheelchair access (including charging points for electric mobility aids), creating level, safe pick up / drop off areas close to bus stops and station entrances and exits, and installing clear signage in multiple languages.
- Increase and improve east-west mobility across the precinct, for pedestrians, public transport users and car users, including upgrading the rail bridge over Bay Road.
- Encourage people to use active modes of transport – including to connect with public transport options by offering ample secure bike parking and dedicated cycle lanes with separate walking paths.
- Reduce local car reliance by providing incentives for choosing other transport options, reducing speed limits, prioritising pedestrians and cyclists at intersections, and providing separate bus lanes.

- Facilitate local economic activity by prioritising local delivery access for businesses needing supplies and design streets that feel safe and vibrant and encourage people to visit and walk through.
- Make adequate parking available – including through park-and-ride or paid multi-story options – in recognition that completely eliminating car use is unlikely to be achievable in the medium term.
- Consider a variety of weather conditions and times of day when designing arrival, departure, connection and pick up / drop off points, with good lighting, undercover areas and safe, level, non-slip surfaces.

3.3 Clayton panel

3.3.1 Panel aspirations

Aspiration for the SRL East corridor

SRL will unlock Clayton's access to an array of existing and new facilities and services across the corridor.

Every station will be designed with sustainability, safety and accessibility in mind, to support connections along the corridor and into each precinct. They will balance new technology that promotes efficiency, while still creating employment opportunities for people of all backgrounds.

The corridor will improve equity, creating choice and options in aged care, boosting access to activities for older people, creating connections to secondary and tertiary education (including vocational and trade education) and supporting local jobs for young people.

It will feature a big sports complex, a performing arts centre, and a public space suitable for community festivals and events. Large, interconnected and self-sustaining areas of low-maintenance parkland will create green links and safe walking and cycling tracks within and between precincts.

Government services will be clustered together, within easy reach of one of the key stations in the corridor.

Aspiration for Clayton

In the future, Clayton will feature a wider mix of housing, from standalone homes on large blocks to smaller apartments in mid-rise buildings. A range of green spaces will support active and passive recreation.

The area's vibrant multicultural character will be preserved and enhanced, and great public spaces will support events, markets and other community activities to encourage and sustain local connection.

People will rely more on active and public transport to get around. Express bus links and localised public transport connections will make it easier for people to travel within and beyond the precinct.

Dedicated walking and cycling routes will offer safe connections through the area and to local facilities like the hospital and university – although there will still be parking available for those who need it.

3.3.2 Panel advice for the Clayton Precinct

Housing

- Safety must be considered and preserved at every stage of precinct design and development. As much as possible, SRLA needs to make it easy for people to 'do the right thing' which will in turn discourage poor and anti-social behaviour.
- All homes should be built to a very high standard of quality and incorporate a range of sustainability features, such as roof gardens on apartment buildings, water tanks, solar panels, double glazing, insulation, soundproofing and the use of recycled materials.
- The panel would like SRLA to develop policy and planning guidance that strongly encourages the development of diverse housing in the precinct and includes a realistic assessment of affordable housing needs and demand. This would include student housing – especially on and around the Monash University campus – low-income and affordable housing, and public housing.
- Housing diversity should also reflect the range of transport preferences in the community, with some homes including parking and others not, to reflect the growing levels of active and public transport use in the community.

- The panel also wants to see better regulation of the rental and building industries, to avoid price gouging and providers offering sub-standard accommodation, and to provide more secure leasing arrangements for good tenants.

Community

- Provide community facilities and amenities that include open space and greenery, encourage exercise and facilitate connection. These might include pocket parks, green roofs and walls, community gardens, signage that shows people how far they have walked, and neighbourhood hubs that also offer community workshops.
- Focus on safety, and people's perception of safety, by providing adequate lighting on streets and shared user paths, foot patrols, safe road crossings and prioritising emergency vehicle access.
- Cater for growth by expanding, enhancing and making better use of existing facilities and spaces, such as repurposing existing car parks for recreational use or opening school and university facilities for community use outside of school hours.
- Increase vibrancy and maximise convenience by providing retail facilities, including supermarkets, cafes and restaurants, and other specialty shops, in easy to access locations near the train station and in the ground level of apartment buildings.
- Prioritise access and inclusion for everyone by mandating accessibility requirements and providing services that support people to move around the community.
- Improve the availability of childcare as well as early childhood, primary, secondary and tertiary education, and consider creative solutions to deliver these locally, such as vertical schools.
- Provide health services, including maternal child health and aged care facilities, to meet the demands of the growing local population.
- Provide neighbourhood hubs, community workshops and fix-it cafes, to promote community connection as well as facilitating skills and knowledge share with Monash (the precinct).
- Manage parking so local streets don't become more congested by restricting parking times, permits and introducing technology solutions to book and monitor parking.
- Help local people and visitors navigate the precinct easily and find the facilities they need, by providing clear maps and signage.

Connections

- Make it easy for people to choose active transport options by providing well maintained footpaths, coordinated public transport timetables, safe crossing points across major roads, wayfinding signage that is universally understood, and toilets, water stations and changeroom facilities.
- Support the access, mobility and travel needs of the whole community including children, parents, older people and people with disabilities by making public transport infrastructure and vehicles accessible, offering free parking close to essential services, subsidising uber and taxi fares and creating transport hubs with accessibility front of mind.
- Optimise movement, reduce congestion and improve traffic flow by capturing and using data to increase the frequency of public transport services, adjust traffic light sequencing, implement and enforce parking restrictions and create incentives for people to travel and do their shopping outside peak times.
- Ensure community safety by providing safe road crossings, more lighting, sheltered walkways, safety patrols and increased security measures such as CCTV. Consider the opportunity to educate the community on safety by providing initiatives that encourage transport etiquette.
- Prioritise parking for those that need it, including accessible parking, residential permit parking, and bike and motorbike parking, while encouraging mode shift by introducing parking restrictions and paid parking on major roads.
- Reduce car reliance by providing feeder services that help people make short trips without taking the car. This might include free shuttle buses, flexi-ride public transport services, ride share and park and ride facilities.

- Provide dedicated routes and loading zones for delivery drivers that allow efficient movements of goods without compromising the safety of other road users including pedestrians and cyclists.
- Support uptake of electric vehicles – including scooters and cars – by providing safe and secure parking and charging options.

3.4 Monash panel

3.4.1 Panel aspirations

Aspiration for the SRL East corridor

SRL East will be a safe, well-connected and reliable transport corridor with great accessibility to amenities, utilities, housing, and services for all modes.

It will provide multicultural and environmentally sustainable design, giving a local and unique feel for the communities it connects, and it will reflect First Nations culture.

It will provide opportunities for local businesses and employment to thrive through good governance and accountability.

Aspiration for Monash

Monash is a sustainable and safe area which is accessible for all. With its mixed-use design, it allows for a range of transport options including public transport, walking and cycling.

Monash is an education, health, science and technology focussed precinct that fosters collaboration and encourages a diverse range of businesses – both big and small – and industries, complemented by a lively community feel that appeals and caters to all.

It's a welcoming place for all communities, including residents, students, workers and visitors alike.

3.4.2 Panel advice for the Monash Precinct

Housing

- Meet the accessibility, affordability and living needs of the whole community when designing housing – including those with different household, family types and students – with dedicated areas for movement and enjoyment, ensuring good access and egress in emergencies, and improved security measures to ensure safety for all.
- Encourage easily accessible, 24/7 frequent public transport use within the precinct by providing more direct and frequent and reliable connections between services, including local shuttle buses to trains and shops. Support walking and cycling by building safe, well-lit and connected pathways.
- Be strategic about the placement and height of new buildings to avoid overshadowing and overlooking, wind tunnelling effects and grid locking, as well as ways to make the best use of natural light. Development needs to ensure appropriate community consultation and the right balance of population growth which allows for change if projected population targets are either not met or exceeded.
- All dwellings should be built to a very high standard of quality to ensure less ongoing maintenance and future-proofed for more growth, as well as incorporate a range of sustainability features, such as moss concrete, roof and vertical gardens on apartment buildings, rainwater tanks and the use of recycled materials.
- Support wellbeing in high density living and encourage a community feel by investing in community facilities and services, green tree-lined streets, gardens and open spaces for shared use and private enjoyment.
- Provide appropriate parking and car access to residents and visitors to the precinct, ensuring convenient access to key services and facilities, while minimising road congestion and maintaining good traffic flow.

Community

- Provide a range of reliable transport options across all modes, and connections between modes to enable efficient movement into, around and out of the precinct – including striking a balance between providing parking for those who need it, and encouraging different modes of travel for those who can use them.
- Use good design principles to improve safety and people's sense of security as they move around the precinct during the day and night, and ensure that emergency services have good access to all areas of the precinct.
- Develop policy and planning guidelines to ensure new education, retail, health care, recreation facilities, and places of worship are affordable, provide for a range of ages and demographics and are within easy reach of people's homes because of multiple transport options within the precinct.
- Ensure community places and infrastructure are sustainable with well-connected and maintained green spaces for the community.
- Focus on access and inclusion for everyone in the community by designing places that meet the needs of people of all ages and abilities, and socio-economic backgrounds including children, older people and people with disabilities while maintaining the existing feel of the precinct.
- Create and foster opportunities to build social connections, encourage people to interact with their local community and invite visitors to share in the precinct's assets and facilities.
- Protect people's desire for privacy and quiet relaxation by avoiding congestion and overcrowding and creating spaces for different activity levels.
- Install good directional and wayfinding signage that reflects the diversity of our community and doesn't rely on digital access to navigate.

Connections

- Maintain community and neighbourly connection through a range of easily accessible transport options, convenient visitor car parking and welcoming, green spaces to enjoy while travelling through the precinct.
- Provide universal access across the precinct for all members of the community – including families, older people and people with disabilities – by incorporating a range of transport options, connections that allow for the transport of goods such as prams and luggage, as well as all areas having good lighting and security measures in place.
- Improve the variety of available transport options, and simplify and streamline connections between all modes, including walking, cycling and scooting, transit and shuttle buses, trains, taxis and ride-share cars and – where needed – private cars.
- Promote personal safety with good lighting, passive and active monitoring and surveillance, introducing additional security measures such as panic buttons, while always maintaining good emergency access.
- Encourage people to use active modes of transport – including to connect with round-the-clock public transport options – by offering ample secure bike parking, dedicated cycle lanes, separate walking paths.
- Strengthen road safety by providing safe crossing solutions at major roads and intersections, separating walking and cycling from roads and reducing congestion on local streets.
- Make adequate and affordable parking available – including through multi-story and underground options – with a range of time limits, parking permits, convenient kiss-and-drop areas as well as low speed and specially zoned roads to allow better flow of traffic through the precinct.
- Support local businesses and locals' convenience by prioritising local delivery access via a range of methods to reduce road congestion, as well as allowing for future technologies which will make deliveries even more convenient.

3.5 Glen Waverley panel

3.5.1 Panel aspirations

Aspiration for the SRL East corridor

SRL will be a reliable, seamless and efficient solution that will empower people from the region to move freely and easily to the places along the SRL East corridor.

The corridor will decentralise Melbourne and improve accessibility and safety for all. It will be 'green not grey' and will be a self-sustaining ecosystem that will deliver greater accessibility to the high-quality educational and health facilities, and culture and innovation offered by Melbourne's flourishing southeast.

Aspiration for Glen Waverley

The future Glen Waverley precinct will be built upon its current cultural ethos to become a gateway to east Melbourne. It will be 'green, not grey'. It will evolve into a safe, vibrant and diverse destination with sustainable multi-use environments, open green spaces and accessible pedestrian zones for all that support strong community connection.

It will have quality infrastructure that enhances and promotes the existing multicultural and demographic diversity of the precinct, facilitates easy and effective movement to and around the precinct, and evolves in line with population growth (considering density, greenery, liveability and education). It will be environmentally sustainable, accessible and will meet the liveability needs of wider neighbouring regions (not just people who live in the 1.6km zone).

3.5.2 Panel advice for the Glen Waverley Precinct

Housing

- Ensure safety for people in Glen Waverley with safe pedestrian zones and bike/scooter lanes, open space and car-free zones, good lighting, passive and active surveillance, and good activation of the precinct core.
- Reduce road congestion in Glen Waverley by separating transport routes (e.g., separate areas for buses, emergency services, delivery access, and through traffic vs local traffic), providing a mix of homes with and without attached parking, and improving connectivity to suburbs east of Glen Waverley.
- Reduce car dependency in Glen Waverley by providing efficient and connected public and active transport options.
- Promote liveability by putting in place noise barriers, building setbacks, glazing, and natural windbreaks (e.g., trees), green streetscapes, and ensuring infrastructure (homes, roads, etc) is built to a best-practice, sustainable standard, including making sure that all buildings have good heating, cooling and utilities.
- Promote community connection and wellbeing by providing adequate open space and green space in Glen Waverley. Example provision could include vertical gardens, playgrounds, elevated garden walkways, pavilions and community gardens, and performing arts spaces.
- Provide adequate supply and capacity of community infrastructure and services for population growth, including schools, childcare, and medical centres.
- Glen Waverley has a unique sense of place, with 'green not grey' as the core development principle.
- Avoid overshadowing, overlooking, glare and reflection and other visual amenity impacts by applying designated zoning for density types, strict height limits, and building orientation (north is best).

Community

- Create local 'one stop shop' community and medical hubs that have GPs and supporting specialists (e.g., pathology, radiology, dentistry, pharmacy and youth support) and ensure they are accessible, inviting spaces for people of all ages and mobility levels.
- Enhance community connection and participation in Glen Waverley by addressing the lack of local performing arts, theatres and large, modern event spaces. Do this by either incorporating such facilities

into the design of the new Monash civic centre, building new provision or partnering with education facilities. Include an emergency assembly area in the new civic centre.

- Provide large medical facilities (e.g., hospitals) at a district or regional level but ensure they are supported by adequate parking, public transport connectivity, and have extended hours to ensure accessibility for people travelling a regional distance.
- Provide small indoor and weather protected sports facilities locally, such as badminton courts, multi-use courts, and outdoor gym equipment, and use underutilised spaces to do so (e.g., under the existing rail line). Provide larger sports and recreation facilities at district level but ensure they are easily accessible via good public transport connections or adequate car parking supply.
- Support greater jobs diversity in Glen Waverley. Do this by building mixed use developments locally, or business parks at a district level that are supported by reliable and frequent public transport.
- Ensure good local provision of primary schools and pre-schools that is supported by high-quality, safe walking and cycling infrastructure. Secondary and tertiary education can be supplied at a district or regional level depending on population density, but must be supported by safe and frequent public transport. Avoid reducing school catchment boundaries.
- The supply of educational facilities (particularly primary and secondary) should meet the demand brought by local population density. Consider using mixed-use building developments to bolster supply of education facilities.
- Support community connection and wellbeing with local green open space (e.g., pocket parks) and nature-based community activities (e.g., community gardens).
- Improving the public transport network connection and active transport connection into Jells Park will make it a local asset rather than a district asset.
- Major shopping works well at a district or regional level, while convenience shopping and hospitality (food and beverage, including outdoor eating areas) should be accessible locally.

Connections

- Support seamless and safer connections between different transport modes by providing good navigation and signage, harmonising timetables, providing safe pick up / drop off zones and secure lockers and bike and scooter storage. Different transport modes include trains, trams, walking, scooting, cycling, buses, taxis, rideshare cars and private vehicles.
- Balance congestion pressures with the genuine need for vehicle access by providing separate lanes for buses and emergency vehicles and defined areas that can safely accommodate delivery traffic, pick up / drop off zones, short- and long-stay parking within easy reach of the centre of the precinct.
- Build inclusion and participation by meeting the needs of everyone in the community, with infrastructure and transport options that all people can use, e.g., easy wheelchair access, clear wayfinding, flat and safe surfaces, buttons and railings that young children can reach.
- Prioritise safety by providing good lighting, CCTV and other security measures, well-designed and activated spaces (such as public squares) with features that help people feel safe and discourage antisocial behaviour and crime.
- Make active transport a safer and easier choice. This could be done in several ways, for example, by developing a network of well-lit, continuous paths that separate pedestrians and cyclists from vehicles.
- For the ability to move within and beyond the precinct, and reduce congestion, consider different scales of service frequencies and transport solutions, from shuttle buses to express services.
- Better integrate the whole precinct by improving the connection between the eastern and western sides of Springvale Road and improving connections on the eastern side of Springvale Road.
- Address cost of living and affordability pressures by keeping public transport fares down, making sure passengers can transfer between public transport modes without touching on again or paying another fare, and ensuring the value and frequency of the service is worth the money spent.

3.6 Burwood panel

3.6.1 Panel aspirations

Aspiration for the SRL East corridor

SRL will create 'destinations', creating reasons for people to visit and stay in each precinct.

It will bring local jobs and co-working spaces closer to home, so people can spend less time commuting and more time doing the things they love, while preserving the varied residential amenity of each precinct along the corridor.

Office spaces and other employment areas will be concentrated together, with ample green spaces throughout each precinct to support residents' wellbeing.

The corridor will feature a range of community facilities and events including cultural attractions, nightlife and hospitality as well as retail, golf courses, gyms, libraries and childcare. It will facilitate access to education and to specialised health services so everyone can access the care they need, close to home.

Aspiration for Burwood

A green, accessible and well-connected place that offers ample options for people to move around easily – from east to west and north to south across Burwood Highway – whether on foot, by bike or car, or on buses, trams or trains.

A sustainable, well-built and affordable place for people to live that retains its spacious village character, while attracting people to visit and enjoy its facilities and natural, open spaces.

3.6.2 Panel advice for the Burwood Precinct

Housing

- Meet the access and living needs of the whole community when designing housing – including providing adequate low-income housing, making daily living tasks easier, ensuring good access and egress in emergencies, and providing parking for people who cannot easily use active or public transport to get around.
- Anticipate the challenges of a growing population, by having a viable plan to minimise congestion, reduce traffic on residential streets, protect road and personal safety, provide necessary sewerage and other essential services, and manage waste well.
- Design and build homes to a high standard, considering both affordability at the point of purchase as well as ongoing home ownership costs, like maintenance and owners' corporation fees.
- Protect Burwood's highly valued character and amenity; by preserving and creating green spaces between, around and on top of well designed, attractive buildings.
- Provide for a range of different household and family types, including multigenerational homes, that range in size from one to six bedrooms, with bathrooms and living rooms that comfortably accommodate the number of residents.
- Use clever design – including setbacks, plazas and varying building heights and orientations – to avoid creating long shadows, wind tunnels and overlooking issues for new and existing residents.
- Strengthen community connection and wellbeing by improving neighbourhood walkability and providing high-quality green spaces that offer active and passive recreation opportunities.

Community

- Develop community infrastructure that fosters connection and wellbeing by reimagining spaces like libraries as social hubs, integrating communal gardens, and maximising the use of existing facilities such as rooftops, basements, and educational institutions for broader community uses.
- Balance densification with amenities, community infrastructure and open space such as gardens, cafes, shelter, seating, lighting and toilet facilities so Burwood continues to be a great place to live.

- Improve local access to essential services and facilities, including childcare, medical services, and recreational spaces, while enhancing public transport links to neighbouring areas.
- Provide the education facilities needed to support local primary and secondary students, by making use of space around the new station, maximising the use of existing facilities and considering innovative solutions such as vertical schools.
- Meet the recreational needs of everyone in the community by providing facilities and spaces that cater to people's diverse needs, identities, abilities and ages including families with older children. Spaces might include indoor courts, sports ovals, adventure parks, ropes courses and gym equipment.
- Help people work close to where they live by providing adequate office space within the precinct and supporting the technology needs of people in different industries, including those that work from home.
- Ease the burden on the hospital system by offering easy access to medical facilities and services, including providing a centralised hub for medical services, with 24-hour access to GPs and chemists, within the 20-minute neighbourhood.
- Maximise convenience by providing smaller metro-style supermarkets around the precinct, and consider retail opportunities (keeping Burwood Brickworks in mind as a best practice example).
- Provide adequate car parking to encourage people to visit from outside the area and to cater for those that still need to drive including trades, cleaners, and health professionals.

Connections

- Meet the access needs of everyone in the community by providing good quality, wide and well-maintained footpaths, clear directional signage and ensuring streets and transport services are fully accessible.
- Ensure community safety by providing lighting at public transport interchanges and along the full extent of footpaths, weather protection, adequate security and surveillance, and prioritising access for emergency services.
- Make public transport a more attractive option by providing dedicated bus lanes, increasing the frequency of off-peak services, and better coordinating timetables to ensure smoother connections between transport modes.
- Balance parking with other road uses by prioritising parking for those that need it including providing adequate accessible parking, dedicated off-street parking for residents and introducing parking restrictions in and around the precinct.
- Reduce reliance on cars by providing last mile transport options such as free shuttle buses.
- Provide incentives for people to give up their cars, or reduce their car use, such as subsidising (purchase or hire) of bikes, e-bikes and scooters, reducing or removing public transport fares and providing car share schemes and affordable e-bike / scooter hire.
- Encourage more people to choose walking and cycling by providing dedicated bike lanes or 'bike super highways', end of trip facilities and free, secure bicycle parking.
- Consider the opportunity to educate the community and provide training around transport etiquette (including the use of e-bikes and scooters).

3.7 Box Hill panel

3.7.1 Panel aspirations

Aspiration for the SRL East corridor

The SRL East corridor has a range of transport options, linking six unique precincts together to deliver consistent community services, open spaces, entertainment, and local culture while being responsive to future needs and improving interconnectivity for wider Melbourne.

Aspiration for Box Hill

Box Hill is a safe area with plenty of green spaces and parks, and is accessible for all abilities. It is pedestrian friendly, provides access to a range of transport options and has a range of appropriate car parking options throughout the precinct.

Box Hill has plenty of housing diversity, including affordable housing options throughout the precinct. There is a variety of shared community facilities and spaces in Box Hill, enabling residents, visitors and workers to take part in different retail, commercial, cultural, sporting and creative activities.

3.7.2 Panel advice for the Box Hill Precinct

Housing

- All dwellings should be built to a high standard, with good setbacks from roads, ensure adequate shared community spaces while incorporating a range of sustainability and design features such as rooftop and vertical gardens, ways to make the best use of natural light, as well as mandating sustainable building practices including the use of recycled materials.
- Meet the access and living needs of the whole community when designing housing – including those with different abilities, family types and households – with ease of movement around the precinct to use local facilities and services, dedicated areas for enjoyment, ensuring good access and egress in emergencies, and providing appropriate parking for people who cannot easily use active or public transport to get around.
- Support wellbeing in high density living and encourage a community feel by providing easily accessible gardens and open spaces, community facilities and services that celebrate the unique multicultural character of the area.
- Planning and regulations should ensure the appropriate placement and height of new buildings to avoid overshadowing and overlooking, wind tunnelling effects, and noise and construction impacts. Strategic planning needs to allow for housing diversity and provide adequate utilities and facilities for existing and future population growth.
- Encourage affordable – both to purchase and maintain – and social housing options to provide for a mix of incomes and needs by incentivising developers within the precinct, as well as enforcing regulations on minimum housing diversity requirements. Housing options should be well-designed and integrated into the existing look and feel of the area.
- Provide appropriate parking that caters to future growth and car access to residents and visitors to the precinct – including the use of permits – ensuring convenient access to key services and facilities, while minimising road congestion.
- Encourage easily accessible public transport use within the precinct by providing more direct and frequent connections between services, including extending the tram line and introducing local shuttle buses to trains and shops. Support walking and cycling by building safe, well-lit and connected pathways.

Community

- Make better use of existing facilities by upgrading active and public transport connections, and provide for the needs of future populations by leaving room for expansion.
- Focus on safety and people's perceptions of safety by investing in good lighting and CCTV, providing a visible security presence, appropriate surfaces, and separating pedestrians, cyclists and vehicles wherever possible.
- Encourage people to use existing and new local community facilities by providing regular, accessible public transport options (including local community buses and shuttle services), as well as complementing and implementing safe, continuous active transport routes with amenities like secure bike storage at stations and on buses and trains.
- Design community facilities – and transport connections to those facilities – that accommodate the needs of our diverse and multicultural community, and the full range of mobility, support and socio-economic requirements, especially for young people and older Victorians.

- Provide community places and infrastructure that are sustainable with well-connected and maintained green spaces for the community.
- Increase connection and combat isolation by providing facilities and services such as community hubs and recreation centres to meet the social needs of different groups in the community at the local and whole-of-corridor levels, and linking them together with transport options that suit a range of people's needs.
- Provide parking or pick-up/drop off areas at key community facilities for those who are unable to use public or active transport options, and park-and-ride services for those who need to start their travel in the car.
- Improve the availability of early childhood, primary, secondary and tertiary education options, and provide safe, quiet, accessible places for people to study.
- Ensure community infrastructure, services and connections reflect and celebrate the rich and diverse culture of Box Hill.
- Help local people and visitors navigate the precinct easily and find the facilities they need, by providing lots of clear maps, multi-lingual and interactive signage, along with provisions for visual and hearing-impaired people.

Connections

- Ensure convenient and universal access across the precinct for all members of the community by providing a range of transport options and connections that allow for easy transportation of goods such as wheelchairs, prams, luggage, and shopping bags, as well as all areas having safe and well-lit pathways. Specially zoned areas for schools and kindergartens should be included to ensure children's safety is paramount.
- Make adequate and affordable parking available – including underground options – with the allocation of loading zones, convenient kiss-and-drop areas and parking permits, as well as introducing low speed and specially zoned roads to allow better flow of traffic through the precinct.
- Promote personal safety with wide footpaths, good lighting, passive and active monitoring and surveillance, while always maintaining good emergency access.
- Encourage people to use active modes of transport and have connectivity across the corridor by ensuring walkways are appropriately maintained and well-lit, introducing rest areas, and offering ample secure bike parking and dedicated cycle lanes.
- Improve the variety of available transport options with more flexible timetables, along with simple connections between all modes, including walking, cycling, travellers, transit and shuttle buses, trains, taxis and ride-share cars.
- Strengthen community connections through a range of accessible transport options with well-maintained roads and footpaths, avoiding light, noise and other types of pollutions while supporting the vibrancy of the precinct with green spaces and easy access to local attractions for all.
- Support local businesses and locals' convenience by prioritising local delivery access via a range of methods to reduce road congestion, as well as allowing for future technologies which will make deliveries even more convenient.
- Strengthen road safety – including safety for school-aged children – by providing safe crossing solutions at major roads and intersections, separating walking and cycling from roads and reducing congestion on local streets.

3.8 Other discussions

Some panels expressed concerns about broader governance issues, including how SRLA will work with local councils and other delivery authorities, for example Level Crossing Removal Project or Development Victoria, to deliver integrated solutions for communities.

REPORT

Panels also wanted to understand how their feedback could continue to shape precinct outcomes beyond the planning phase. Suggestions included appointing community representatives (suggestions for both paid and volunteer roles were made) alongside stakeholder organisations to ensure community voices are represented in decision making during the implementation and delivery phases.

4 ANALYSIS

4.1 Common themes

A range of common themes emerged across all or most of the community panels, as outlined below. These similarities reflect the panels' common desires to ensure that their communities are vibrant, safe and accessible, and capable of catering to diverse needs now and into the future.

4.1.1 Transport connectivity and options

Integrated transport solutions

All panels emphasised the need for seamless connectivity between various transport modes, indicating a shared goal to promote effective use of public transport, cycling, and walking. This reflects an emphasis on the importance of efficient transitions between buses, trains, and cycling in reducing reliance on cars.

Safety

There is a strong, common desire to improve transport safety. This includes upgrading road crossings, creating separate lanes for cyclists and pedestrians, and ensuring good lighting in and around station areas and other public places.

All panels recognised that safety is a critical factor in encouraging more people to engage in car-alternative transport modes.

4.1.2 Community access and inclusion

Focus on inclusivity

Panel members consistently emphasised the need to build environments that cater to all demographics, including children, elderly residents, and people with disabilities. In particular, they commonly identified the need to develop access aids such as wheelchair ramps, clear navigation signs, and safety features that accommodate a range of mobility needs.

Promoting community participation

There is a shared aspiration to foster a sense of community through infrastructure that supports social interactions such as community centres, parks, and recreational spaces. This aspiration reflects a consistent interest in individual wellbeing, collective public health and active community engagement.

4.1.3 Safety and security

Enhanced design

The importance of safety to the panels can be seen in their common focus on good lighting, security measures (like CCTV), and their desire to see public spaces designed to minimise crime and anti-social behaviour.

Each panel's advice recognised the value of safety in enhancing the local quality of life and encouraging the use of public space.

Perception of safety

Beyond physical safety, there is a mutual recognition that the perception of safety impacts the community's use of transport and public spaces. Panels suggested both physical improvements and initiatives to boost community confidence in safety measures.

4.1.4 Sustainable development

Green infrastructure

Each panel advocated for the integration of green spaces into precincts, and acknowledged the benefits of parks, community gardens, and paths that encourage walking and cycling to community health and well-being.

Adapting to future needs

Panels expressed a common vision of ensuring that community facilities can adapt to future growth and changing demographics, including creating flexible designs that can serve multiple functions over time.

4.1.5 Holistic community amenities

Access to essential services

Panels highlighted the importance of providing a variety of community facilities such as health services, educational institutions, and retail options. This variety ensures that residents have access to essential services within their local area, enhancing liveability and reducing the need for longer-distance and car-based travel.

Support for local economies

Panels also emphasised the importance of supporting local businesses and retail, and integrating these facilities into precincts to enhance local vibrancy and foster local economies.

4.2 Distinct themes

Differences in the advice provided by individual panels tended to reflect their specific contexts and local needs. The diverse priorities and strategies identified illustrates the power of panels to help recognise and find solutions for local challenges while still reflecting common goals of connectivity, inclusivity, safety, and sustainability.

4.2.1 Community engagement and identity

Local identity and character

There were clear variations in how different panels expressed and reflected their local identities. For example, while the panel members in Clayton talked a lot about the area's multicultural vibrancy, people on the Burwood panel emphasised the area's green, leafy character.

4.2.2 Transport focus and integration

Diverse transport solutions

Different panels placed different levels of emphasis on specific transport solutions. For instance, while some panels prioritised effective shuttle services to enhance connectivity, others focused more on expanding train services or improving cycling infrastructure in line with local transport needs and priorities.

Traffic congestion

While some panels were in favour of stricter measures for managing traffic congestion, such as dedicated bus lanes and restrictions on car access in certain areas, others supported greater levels of vehicle access for residents, visitors and businesses.

Car parking was a challenging topic for most panels with differences in opinion between panels members observed by facilitators. Discussions often weighed convenience and flexibility of car use against the cost, reliability and frequency of alternative options as well as other incentives and levers for change.

4.2.3 Community infrastructure and services

Type and range of facilities

The nature of community facilities prioritised by different panels varied. For example, some panels focused more strongly on facilities like schools and vocational training centres, while others were more concerned about health services, aged care and recreational amenities.

Cultural and social activities

Different panels emphasised different programs, activities, events and facilities to support community engagement. Some talked more about the need to support arts and cultural activities, while others focused on facilities that promote sports and recreational activities.

4.2.4 Safety perception and infrastructure

Safety approaches

While all panels valued safety, they identified different ways to achieve it. For instance, where one panel might emphasise increasing surveillance and security patrols, others focused more on environmental design, such as open sightlines and well-maintained public spaces that naturally deter crime.

Specific safety features

Recommendations about specific safety features also differed, with some suggesting lighting and emergency call systems, and others focusing on creating safer road-crossing infrastructure for pedestrians and cyclists.

4.2.5 Sustainability initiatives

Green infrastructure

Some panels focused more than others on sustainability initiatives, such as greening public spaces and implementing environmentally friendly transport solutions like electric charging stations and end of trip facilities. Waste management was a key concern for many panels, especially in densifying areas.

4.2.6 Housing strategies and affordability

Affordable housing focus

While all panels identified the need to improve housing affordability, some prioritised investing in low-cost housing, while others focussed more on integrating new homes with local amenities and transport services to foster community cohesion.

Housing density and type

Panels indicated different appetites for increasing housing density, and for the development of diverse types of homes (such as multi-generational homes vs homes for single people or couples). The youth panel emphasised that higher density housing should be located close to train stations.

4.3 Youth and community panel analysis

There were some clear commonalities and differences between the precinct panels and the youth panel.

4.3.1 Aspirations

The following common themes were noted across the youth and precinct panels.

Community engagement

Both groups emphasised the importance of building a strong sense of community. While the precinct panels emphasised the need to create community through investment in services and green spaces, the youth panel highlighted the enhancement of local precinct identities to drive economic growth and service access.

Access and mobility

Both the youth and the precinct panels underlined the importance of providing good transport options and accessibility. Both groups outlined the importance of reliable, seamless multimodal transport connections.

There were also some clear differences in the groups' aspirations regarding this theme.

Demographic focus

The aspirations expressed by the precinct panels broadly focused on the whole community, including various demographic groups and their needs. In contrast, the youth panel specifically addressed the aspirations of young people, placing a stronger emphasis on their experiences and needs.

Economic opportunities

The youth panel expressed a desire for economic growth opportunities targeting the young, whereas the precinct panels outlined a more generalised interest in economic growth for the benefit of all groups.

4.3.2 Themes

As with the aspirations, there were clear areas of common ground between the precinct and youth panels.

Accessibility and inclusivity

Both groups prioritised accessibility. The precinct panels discussed ideas of universal access and facilities for people of all ages and abilities, while the youth panel emphasised accessibility for those with disabilities and reduced mobility.

Infrastructure development

Both highlighted the need for new infrastructure in alignment with community growth. The precinct panels focused on maintaining quality in new developments and ensuring facilities meet community needs, while the youth panel discussed preserving land for local jobs and allowing growth.

Land use flexibility

The youth panel expressed a preference for land use flexibility to accommodate growth in future jobs as well as housing through mixed use precincts. The precinct panels, however, did not explicitly mention the need for flexible land use.

In terms of future housing and land use, the youth panel emphasised the importance of reducing the amount of car parking provided by apartment buildings.

Support for local culture

The youth panel focused on fostering local cultural groups and the existing community's engagement, whereas the precinct panels emphasised broader infrastructure development without a specific focus on support for cultural activities or pursuits.

4.3.3 Summary

In summary, the aspirations and themes of the precinct panels and youth panel align closely around community engagement, accessibility, and infrastructure development. However, differences arise in the specific focus on economic opportunities for young people, flexibility in land use, and the emphasis on culture by the youth panel, compared to the broader mandates suggested by the precinct panels.

5 CONCLUSIONS

5.1 Outcomes

This report outlines the process undertaken to gather feedback from broadly representative community panels to develop aspirations, considerations and advice for SRLA to consider in its structure planning process. Each panel followed a robust and methodical participatory engagement approach.

Feedback gathered through community panels will inform the development of draft structure plans and planning scheme amendments which are scheduled to go on public exhibition in early 2025. In 2026, SRLA will seek to finalise and adopt the structure plans and seek approval for the gazettal of the planning scheme amendments.

Beyond informing the draft precinct structure plans, input from each of the seven community panels will continue to influence implementation plans and ongoing consultation as the future of the six SRL East Precincts takes shape.

